

## Abstract

1 A method and a system for establishing a self-owned and self-managed network-based  
2 voice communication solution (VCS) for supporting business transactions and commerce  
3 applications over the communications network(s) including the Internet and PSTN. The  
4 voice communication solution is requested by a merchant or business entity at a computer  
5 connected to the Internet by providing (i) information needed for approval and (ii) system  
6 configuration for accepting the solution. Through a friendly interactive process with a  
7 web server and a solution server, the necessary software for voice communication is  
8 downloaded to a merchant's designated computer host, turning it to be a VCS server.  
9 Upon activation, the VCS server can support voice over IP (VOIP) communication and  
10 connect an incoming call to a telephone via PSTN or a PBX network. The VCS server  
11 can receive a VOIP call from anyone at anyplace via an Internet connected voice enabled  
12 computer. The caller launches a call agent via the merchant's web page(s) or via a  
13 computer desktop interface or via a VOIP phone interface to reach the privately held  
14 voice communication server. The server connects the caller to a receiver according to the  
15 caller or merchant designated phone number. These phone numbers are designated as  
16 e800 numbers and are listed in various e800 directories for public use. Hence the VCS  
17 system can convert any local phone number into an e800 number with '800' like  
18 properties, serving as a self-owned, self-activated and self-managed network-based voice  
19 communication system and solution.